

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:5104
ANSWERED ON:28.04.2005
INTEGRATED TRAIN ENQUIRY SYSTEM
Singh Shri Rakesh

Will the Minister of RAILWAYS be pleased to state:

- (a) whether an integrated train enquiry system/computerised train enquiry system is found to be successful on trial basis in Patna and Bangalore;
- (b) if so, the places where such facility proposed to be started;
- (c) whether the contract regarding inquiry work is being given to private companies;
- (d) if so, whether the trial in cities where the contract for the above work has been handed over to private companies has proved to be successful; and
- (e) if so, the details thereof ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

- (a) & (b): Integrated Train Enquiry System (ITES) consisting of both Interactive Voice Response System (IVRS) and Manual enquiry provisions has already been set up at Patna and Bangalore and based on its successful working, this System is now going to be set up in all the remaining telecom circles covering all the Zonal Railways.
- (c) to (e): Centre for Railway Information Systems (CRIS) will appoint franchisees to set up Integrated Train Enquiry System (ITES) through open offers to telecom operators/service providers.